

## APPENDIX #11

### **Jones International University** **Description of Library and Student Resources**

#### Jones International University's e-global library Mission Statement

The primary mission of the Jones e-global library is to evaluate, select, organize, and provide access to information resources and services that support the students, faculty and staff in the on-line learning environment. Jones e-global library participates in the University's commitment to support each learner's success with responsive, caring service, relevant, readily available, and student-centered services for a geographically dispersed adult body by:

- Promoting life-long learning skills.
- Meeting the diverse teaching, learning, and research needs of students, faculty and staff.
- Providing information resources and services of the highest quality that support the curriculum in our bachelors, masters, doctoral and certificate programs.
- Providing 24/7 access from anywhere there is an Internet connection.

#### Library Resources

Jones International University's e-global library is a 100% online library. Jones e-global library<sup>®</sup> is linked from all course pages, and it is accessible to registered degree seeking students. Jones e-global library<sup>®</sup> provides a range of important services and resources for all students. The online library is available 24 hours day, 7 days a week. In Jones e-global library<sup>®</sup>, these services and resources include:

- Online Books (Electronic Books) – Access to over 45,000 e-books covering a variety of subjects.
- Research Databases (Articles) – Access to over 40 research databases. Over 500,000 articles are available via 40 databases.
- Ask an Online Librarian-A team of on-call reference librarians are available at all hours, every day, to assist students with their questions. Using "chat" and "co-browsing" features allows students to be guided to appropriate resources pertaining to their research questions. At the end of each session, students receive an email containing a transcript of the chat and hyperlinks to each site to which the librarian took them.
- eglobalSearch- Is a Federated Search. This allows students to search quickly across a variety of databases and catalogs using a single web interface.
- Library Tutorials – Several demos and tutorials to help students with research.
- Research Guides- Over 75 Research Guides covering several different subject area under Humanities, Social Science, Science and Technology and Business. Thousand of annotated resources in more than 75 subject-specific guides that introduce students to each topic, explain research strategies, and point them to a broad range of information resources: association materials, online journals, government documents, research institute reports, and Internet-based white papers, surveys, statistics, and similar materials.
- General Reference Resources- A comprehensive list of links to almanacs, dictionaries, maps, encyclopedias, and other reference works for swift and easy access to reference

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resources. We have compiled more than 125 sources, organized into 15 categories, to help students locate just about anything in this online reference area.

- Document Delivery Service-This service borrows articles from other libraries which are not available in the online library databases for students. Certain restrictions apply.
- Government Resources Section- Links to an often-overlooked resource: government documents. With materials from more than 250 government sites, this resource provides access to more than 100,000 full-text documents including laws, regulations, statistics, technical reports, technical specifications and standards, consumer guides, business resources, and educational materials.
- Technical Support-All e-global library users are provided technical support via telephone and email (after business hours).

MBS Direct is the University's official bookstore. They are fast, convenient, reliable, and guarantee to have the correct books in stock for all courses. In the event that a book is unavailable or out of stock, the University and MBS work together to make sure students have what they need to successfully complete their courses. MBS has a dedicated customer service department that can resolve any book related issue via phone or email. They also offer used books and eBooks when available.

### Online Tutoring Support

The University considers ongoing academic tutoring support to be one of the critical success factors for assisting students over academic knowledge hurdles. The online tutoring includes support for math, technical subject matter, writing, and language-intensive classes that traditional classroom students struggle with too. This service augments the instruction provided by the faculty members in the course and fills in gaps in basic prerequisite knowledge.

The University's online tutoring support is provided by Smarthinking<sup>™</sup> with the following service options:

- 24x7 one-on-one online tutoring for math and other questions
- Student-scheduled online writing labs
- An online resource center that contains writer's guides, mathematics resources, and a study-skill guide
- Writing assignment critiques within 24 hours turn-around time
- On-demand help with assignments—promoting active learning
- Experienced tutors with advanced degrees in their fields
- Supports tutoring for these subjects:
  - Basic math through calculus
  - Bilingual math, Spanish essay center
  - Essay critique, grammar and mechanics, pre-writing
  - Accounting, economics, finance, statistics
  - Introduction to human anatomy and physiology, biology, organic chemistry, chemistry, physics